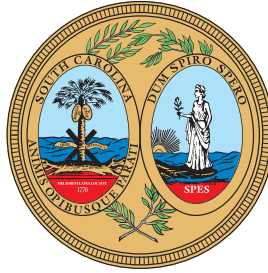


Your Rights as a Rehabilitative Client Are:

- To make meaningful and informed choices
- To be a partner in the planning of your vocational goals and rehabilitation services
- To apply or reapply for rehabilitation services
- Complete confidentiality of your case record
- To consult with your counselor before your case is closed
- To appeal through administrative review and fair hearing
- To be informed of the availability of the Client Assistance Program



For More Information

Voice: (803) 734-0285

TDD: (803) 734-1147

Fax: (803) 734-0546

Toll Free in South Carolina:

1-800-868-0040

E-mail CAP: cap@oepp.sc.gov

**Office of the Governor
Client Assistance Program (CAP)**
1205 Pendleton Street
Columbia, SC 29201

Director
Marjorie Butler, MRC

**Advocating for Persons
with Disabilities**

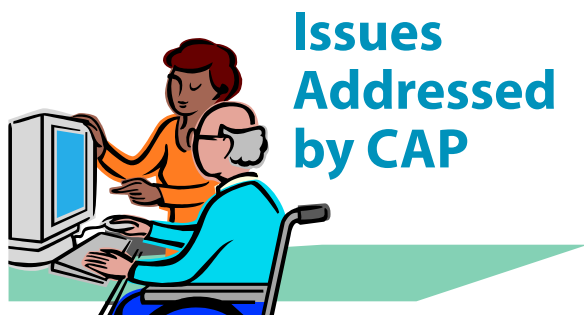
SOUTH CAROLINA
Office of the Governor

C
CLIENT
A
ASSISTANCE
P
PROGRAM

What is the Client Assistance Program (CAP)?

The Client Assistance Program (CAP) is the federally mandated program that advocates for persons with disabilities in South Carolina who are seeking or receiving services through the **Vocational Rehabilitation Department (VR)**, **Commission for the Blind (CB)**, and **all Independent Living Programs (IL)** and projects funded under the Rehabilitation Act of 1973, as amended.

CAP assists consumers with questions regarding the **Americans with Disabilities Act, Title I**.



Issues Addressed by CAP

- A client dissatisfied with services
- A client concerned with his/her relationship with VR/CB/IL counselor
- A person interested in applying for VR/CB/IL rehabilitation services
- Rehabilitation counselors and service providers needing a resource for a client

CAP Objectives

CAP advises you of your rights and responsibilities in the process of obtaining rehabilitation services funded under the Rehabilitation Act of 1973, as amended.

CAP assists you in your relationship with projects, programs, and facilities providing rehabilitation services.

CAP explains specific rehabilitation services and benefits available to an individual with a disability.

CAP helps you in the appeal process when requested, if you disagree with the rehabilitation services being provided or are denied services.

CAP identifies problem areas in the delivery of rehabilitation services to individuals with a disability and suggest methods and means of making systemic changes.

CAP refers you to other agencies (public or private) when you may not be eligible for rehabilitation services.

CAP informs you of your rights under Title I of the Americans with Disabilities Act.

Steps to Self-Advocacy

- Discuss your concerns with your counselor.
- Request a copy of the rule or regulation in question.
- Request a written statement listing the reason(s) for the decision.
- Schedule a meeting with the counselor.
- Schedule a meeting with the counselor's supervisor.

